

JUAN SAMANTHA

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PROFESSIONAL SUMMARY

BDS professional with 4 years of clinical experience and 1.5 years of simultaneous Clinical Operations Management. Expert in supervising clinical workflows, managing healthcare team scheduling, and resolving patient operational bottlenecks. Adept at coordinating across multi-disciplinary medical heads while maintaining strict healthcare quality compliance standards.

KEY CORE COMPETENCIES

Clinical Operations: Floor management, clinical resource scheduling, and patient workflow optimization.

Healthcare Administration: Records management, treatment billing oversight, and medical department coordination.

Stakeholder Coordination: Inter-departmental liaison, clinical conflict resolution, and healthcare public relations.

Compliance Knowledge: Quality audit tracking, clinical safety protocols, and medical documentation standards.

PROFESSIONAL EXPERIENCE

Clinical Operations Manager & Associate Dentist

Dr. Nobelika's Multispeciality Dental Clinic | Coimbatore | August 2024 - May 2026

Floor Operations: Spearheaded daily healthcare facility operations, optimizing patient intake workflows, treatment scheduling, and front-desk systems.

Team Scheduling: Supervised and coordinated clinical and non-clinical team schedules to ensure seamless, high-quality patient care delivery.

Conflict Resolution: Acted as the primary point of contact for patient grievance handling and administrative/billing escalations.

Compliance Auditing: Monitored patient clinical charts and medical notes to ensure strict compliance with healthcare safety and quality guidelines.

EMCEE & Scriptwriter

Executive Communication: Managed real-time crowd dynamics and maintained professional stage presence as an official emcee for academic seminars and institutional programs.

Content Strategy: Authored, edited, and curated structured event scripts, media captions, blog articles, and website copy tailored to targeted audiences.

EDUCATION & CREDENTIALS

Advanced Diploma in Clinical Research and Medical Coding

Clinilaunch Research Institute | (In Progress)

Bachelor of Dental Surgery (BDS)

RVS Dental College & Hospital, The TamilNadu Dr. MGR Medical University (2025 passed out)